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ATTORNEY DOCKET NO. 07752.0026

**Box PATENT APPLICATION**  
**Assistant Commissioner for Patents**  
**Washington, D.C. 20231**

Re: New U.S. Patent Application  
Title: SYSTEM AND METHOD FOR PROVIDING A  
MULTI-CHANNEL CUSTOMER INTERACTION CENTER  
Inventors: Jean L. Missinhoun, Thomas G. Tynan and Robert P. Drzewicki

Sir:

We enclose the following papers for filing in the United States Patent and Trademark Office in connection with the above patent application.

1. Application - 40 pages, including 4 independent claims and 20 claims total.
2. Drawings - 22 sheets of informal drawings (Figures 1-22).
3. A check for \$768.00 representing a \$690.00 filing fee and \$78.00 for an additional independent claim.

This application is being filed under the provisions of 37 C.F.R. § 1.53(f). Applicants await notification from the Patent and Trademark Office of the time set for filing the Declaration.

Please accord this application a serial number and filing date.

[illegible]

Page 2

The Commissioner is hereby authorized to charge any additional filing fees due and any other fees due under 37 C.F.R. § 1.16 or § 1.17 during the pendency of this application to our Deposit Account No. 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,  
GARRETT & DUNNER, L.L.P.

By: Leonard Smith, Jr.  
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LS/grc  
Enclosures